

**Workforce Investment Act Title I-B Annual Report  
Program Year (PY) 2001**

**STATE:**       **Maryland**

**ELECTRONIC SUBMISSION DATE:**   **January 21, 2003**

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**I.       Annual Report Narrative**

- A.**    In Maryland, adult and dislocated worker employment and training services are provided through core, intensive and training services. Where feasible, core services are provided through self-service and information methods. Primarily, core services are universally accessible through the State One-Stop/Careernet System. The One-Stop/Careernet system is also the prime venue for both adults and dislocated workers to seek out intensive and training services. Intensive services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through core services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency.

Intensive services that are provided include but are not limited to: comprehensive and specialized assessment, diagnostic testing, identifying employment barriers through in-depth evaluation, individual employment plan, group and individual counseling, career planning, case management, and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation, literacy readiness, internship and work experience.

Training services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through intensive services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency. Training services include but are not limited to: occupational skills, job readiness, adult education combined with other training, and customized training. With few exceptions, training is obtained through the use of Individual Training Accounts (ITAs).

The State required each Local Workforce Investment Board (LWIB) to develop a local policy regarding priority of service for the provision of intensive and training services to Adults under WIA Title I, as well as a policy regarding priority of service for intensive and training services to Dislocated Workers. Any adult priority of service policy provided priority to recipients of public assistance and other low-income individuals in the local area unless the local area determined that funds were not limited.

Each LWIB developed a local area strategy for providing services to eligible youth that addressed each of the ten youth program elements described in WIA section 129©(2). Each LWIB was also requested to develop a local strategy for providing comprehensive services to eligible youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. The State requires each LWIB to link with Job Corps by: inviting Job Corps representatives to participate in Youth Councils; inviting Job Corps representatives to serve on local boards; promoting local Youth programs that partner with Job Corps; and assisting in the identification and referral of eligible youth to Job Corps programs.

During PY 2001, the State of Maryland expended \$11,092,040 in Adult program funds to serve 8,878 adults. Expenditures for the Dislocated Worker program totaled \$10,577,565 to serve 6,190 participants. Youth expenditures totaled \$9,504,010 and served 1,113 Older Youth and 4,993 Younger Youth. See attached WIA Financial Statement for percentage of available funds expended and percentage of carry-in monies expended. Information on funds expended by activity is not available. Please note, however, that over 95% of all carry-in funds and over 50% of all available funds have been expended to provided services to adults, dislocated workers and youth.

- B.** Information on the levels of performance achieved by the State of Maryland with respect to the core indicators of performance and the customer satisfaction indicator have been entered through the online Enterprise Information Management System (EIMS) in Tables A through M. Information regarding the progress of local areas in the State in achieving local performance measures, including information on the levels of performance achieved by the areas with respect to the core indicators of performance and the customer satisfaction indicator have been entered through the EIMS in Table O.

The State of Maryland met or exceeded all 17 performance measures. However, the State failed to meet the revised 70% requirement for customer satisfaction response rate for program participants. TEGl No. 6-00, Ch. 1 increased the required response rate from 50% for the first year of WIA to 70% for the second year and beyond. The TEGl also changed the methodology for computing the response rate. The revision to exclude code 11 "don't know" and code 12 "refused to answer" from the computation of completed surveys cost the State close to 15% in the computation of the response rate; the State would have exceeded 80% without the revised methodology. Nonetheless, the State achieved a response rate of 68.4% for program participants. The combined response rate for employers and participants equates to 84.2%.

Through its Performance Measures Workgroup, the Governor's Workforce Investment Board (GWIB) facilitates collaboration and information sharing among state partner agencies as well as the development of an integrated and comprehensive accountability system for use in evaluating the effectiveness of the state's workforce development system. Based on the WIA core performance indicators as well as other established system-wide measures, the Department of Labor, Licensing and Regulation (DLLR) regularly provides the GWIB with performance information statewide and for each local workforce investment area. After its review, the Performance Measures Workgroup will issue an annual report to the GWIB that (1) compares the performance of each local area against its negotiated WIA standards, (2) details the performance the performance of the state and each local area on achieving system-wide performance measures, and (3) report any actions, corrective or otherwise, the State is taking regarding the performance of local areas against their negotiated standards.

In addition, in accordance with Section 117 of the WIA, as part of the recertification of local Workforce Investment Boards, the State is reviewing the performance of local areas to determine the extent to which local boards have ensured that workforce investment activities carried out in the local area have enabled the local area to meet the local performance measures.

The Department of Labor, Licensing and Regulation provides ongoing technical assistance to local workforce investment areas whose performance falls below the negotiated standards. Additionally, in collaboration with our agency partners, an analysis will be conducted of both exemplary performance and below standards performance. In collaboration with state agency staff,

the GWIB staff will develop successful best practices and share that information with local workforce investment boards to promote continuous improvement.

## WIA Financial Statement

<b>Operating Results</b>	<b>Available</b>	<b>Expended</b>	<b>Pct.</b>	<b>Balance Remaining</b>
<b>Total All Funds Sources</b>				
Adult Program Funds	\$9,330,640	\$5,467,617	58.60%	\$3,863,023
Carry-in Monies(no add)	\$5,673,365	\$5,624,423	99.14%	\$48,942
Dislocated Worker Program Funds	\$10,194,947	\$5,360,222	52.58%	\$4,834,725
Carry-in Monies(no add)	\$5,433,056	\$5,217,343	96.03%	\$215,713
Youth Program Funds	\$10,697,335	\$7,410,511	69.27%	\$3,286,824
Carry-in Monies (no add)	\$2,103,419	\$2,093,499	99.53%	\$9,920
* Out-of School Youth	\$0	\$6,635,738	0.00%	\$0
* In-School Youth	\$0	\$2,868,272	0.00%	\$0
* Summer Employment Opportunities	\$0	\$2,643,561	0.00%	\$0
Local Administration Funds	\$3,358,103	\$922,733	27.48%	\$2,435,370
Carry-in Monies(no add)	\$2,168,936	\$2,168,936	100.00%	\$0
Rapid Response Funds	\$2,427,368	\$1,426,198	58.75%	\$1,001,170
Carry-in Monies(no add)	\$1,334,749	\$567,649	42.53%	\$767,100
Statewide Activity Funds	\$6,354,422	\$3,096,293	48.73%	\$3,258,129
Carry-in Monies(no add)	\$4,467,800	\$4,044,812	90.53%	\$422,988
* No breakout for fund availability by these categories.				